
Voice Mailbox

Overview

Voice Mailbox (VMB) data is similar to CPND in that it exists as a separate entity within MAT. However, it is associated with a Directory Number (which serves as a mailbox ID), and modifications to the VMB data can be made from any station which has an appearance of the mailbox DN. The station provides a means of access to data which is not a part of the station itself.

Voice mailbox differs from CPND in that it does not have a dedicated overlay. CPND information can be modified via overlay 95 as well as overlays 10 and 11 (MAT uses overlay 95). Voice mailbox information is only accessible from overlays 10 and 11.

VMB Data Considerations

VMB data is accessible from the Station module (through DN administration functions). VMB data is retrieved and transmitted with station data. There is no separate VMB communications task as there is for CPND.

When you delete a station which has one or more single appearance DNs with associated mailboxes, you are prompted to delete the mailbox(es) on Meridian Mail. This information is used to respond to a VMB prompt when the station is OUT'ed on the system.

VMB data can be modified at the Meridian 1 site via the Meridian Mail interface. MAT synchronization is a two step process.

- 1 The Meridian 1 database must be synchronized by uploading the information from Meridian Mail via overlay 48.
- 2 A station retrieval synchronizes the MAT database with the Meridian 1.

VMB Administration

VMB data administration in MAT is provided within Station Administration from the DN assignment function.

Adding/Changing Stations

When adding or changing stations, you can access VMB data by choosing the VMB function button from the DN assignment dialog, similar to CPND. There is no VMB button in this dialog for sites without package 246. There is also no VMB button for multi-line stations when the key is not SCR, SCN, MCR, or MCN. Clicking the VMB button brings up the VMB data entry dialog.

Figure 18
VMB data entry dialog

The title bar of this dialog indicates the DN associated with the mailbox. If it is an existing mailbox, the data fields contain the information from that mailbox record as described below.

Synch Status: This is the synch status of the VMB record, which may be different from the synch status of the station.

Class of Service: Numeric entry field (0-127). This field is required when the mailbox is in NEW status, and there is no default value.

Second DN: DN entry field. Double clicking the box displays the DN list dialog.

Third DN: DN entry field. Double clicking the box displays the DN list dialog.

Keep Messages: Drop-down listbox containing YES and NO (NO is default). This field is only available when the VMB synch status is NEW.

The VMB synch status indicates which operation is required at the VMB prompt in overlay 10 or 11.

- NEW—VMB does not exist on Meridian 1 and will be added at upload time.
- CHG—VMB exists on Meridian 1 and will be changed.
- OUT—VMB exists on Meridian 1 and will be removed.
- TRN—VMB exists on Meridian 1 and no update is required.

Use the Remove button to change the VMB synch status to OUT. This operation is confirmed with a message box. When a VMB is in OUT status, no further updates are allowed (except for UNDO).

If a VMB is modified or added via an existing station, that station's synch status becomes CHG in order to allow the VMB update to occur as part of a station update.

Deleting Stations

When you remove a station that has a single appearance DN with an associated mailbox, you are prompted to determine if the mailbox should be deleted on Meridian Mail as well. In order to respond to this prompt, MAT also prompts you for this information when you delete stations. However, to avoid possible synchronization problems, a different method is used.

When you delete stations in MAT, the delete confirmation dialog is displayed. On systems with VMB, this dialog contains a Delete VMB checkbox that defaults to checked (**YES**).

Your **YES** or **NO** response is used to continue or cancel the deletion. The delete VMB information is stored as part of the delete transaction, so that it applies to all affected stations. MAT uses this information to respond to any DELETE_VMB prompts presented during transmission of the deleted stations.

The implications of this approach follow:

- 1 You are prompted for this information even if none of the stations being deleted has a single appearance DN. In this case, the information is never used.
- 2 If you wish to delete two stations but give different responses to DELETE_VMB for those stations, two separate **Edit - Delete** operations are required.

This guarantees that the correct information is stored in the station that will actually get the DELETE_VMB prompt. In cases where all occurrences of a multiple appearance DN are deleted within the MAT database, only the last station transmitted will receive the DELETE_VMB prompt. Since it is not possible to know which station will be transmitted last in all situations, the DELETE_VMB information must be stored with all the stations.

This procedure prevents accidental deletion of mailboxes when the MAT and Meridian 1 databases are not completely synchronized. Since MAT prompts you on any deletion (even if no single appearance DN's are involved), the DELETE_VMB information is available if the Meridian 1 prompts for it unexpectedly. For example: The MAT database has two appearances of a DN, but the Meridian 1 database has only one (due to a change done via overlay 10 or 11).

Changing DN's

When you change a DN on a station, its associated mailbox must be removed from the VMB file if the DN prior to the change was single appearance. You should delete the VMB record when the station update is committed by clicking **OK** on the station dialog. In order to warn you when a mailbox record is to be deleted, a confirmation dialog appears.

This dialog appears when a station change will result in one or more mailboxes being deleted. If you choose to cancel at this point, the entire station update is canceled. If you choose to continue with the operation, the mailbox can be restored later by performing an undo of the station update.

Due to the fact that a single mailbox can be updated from multiple stations and those stations can be transmitted to the system in any order, there are some issues of synchronization which can not be resolved by MAT. Some of these issues are described in the examples below.

All of the examples involve two transactions, which, by default, are transmitted on a first-come-first-served basis. The ambiguities described below only occur if you schedule the second transaction to be transmitted before the first.

VMB Data Synchronization

There are some special considerations you must bear in mind when scheduling synchronizing station data associated with Voice Mailbox data.

Example 1—Deleting Stations

Station A and Station B have the only two appearances of DN 2000, which has an associated voice mailbox.

- 1** You delete station A and respond **YES** to the Delete VMB dialog.
- 2** You delete station B and respond **NO** to the delete VMB dialog.

If station A is scheduled before station B, the mailbox is deleted on Meridian Mail. If station B is scheduled first, the mailbox will not be deleted.

Example 2—Adding a Mailbox

Station A has single appearance of DN 2000, which has an associated voice mailbox in TRN status.

- 1** You change DN on station A to 2001—this deletes the VMB record for 2000.
- 2** You add station B with DN 2000 and create a new voice mailbox for it.

If station B is scheduled before station A, the transmit will fail when it attempts to create a new mailbox for DN 2000. It will exist on the system until station A is transmitted.

Example 3—Changing a DN

Station A and station B both have an appearance of DN 2000, which has an associated voice mailbox. Station B is in TRN status.

- 1** You update the mailbox via station A.
- 2** Before transmitting station A, you change DN 2000 to 2001 on station A.

When station A is transmitted, the updates to the voice mailbox are not made, because station A no longer has an appearance of DN 2000.